



Refer to this list of contacts for assistance when using the NBS Travel System

When do I contact ...	How do I contact?
My Organization Administrator?	
<ul style="list-style-type: none"> To add a Traveler to the NBS Travel system To add a Planner, Reviewer, Approver for your IC To add another Approver to a Travel document routing list For assistance with unlocking Edit Locked documents To allow a cash advance on a travel document 	Contact your IC's Organization Administrator (OA) for assistance: http://nbs.nih.gov/pdf/OAlist.pdf
My IC (AO) or NED Point of Contact?	
<ul style="list-style-type: none"> To update an email address (for traveler, reviewer, or approver) so they can receive notifications of travel documents awaiting review or approval 	Contact your IC's Administrative Officer
NBS Customer Support?	
<ul style="list-style-type: none"> For assistance with using the NBS Travel System 	Contact your IC's Help Point of Contact (HPOC) for assistance: http://nbs.nih.gov/pdf/HPOC.pdf
The NIH Help Desk (previously TASC)?	
<ul style="list-style-type: none"> For assistance with logging onto the NIH Portal 	Phone: (301- 496-4357) or 1-866-319-HELP (4357) Email: helpdesk@nih.gov Web Request: http://support.nih.gov
Travel Management Service Center (TMC)?	
<ul style="list-style-type: none"> For obtaining travel cost estimates. For reserving and purchasing tickets, hotels, and rental cars 	Phone: Omega Travel (301) 984-1850 Web Request: http://www.nih.gov/od/ors/dss/special/travel.htm_contacts
Training & Development Branch (TDB)?	
<ul style="list-style-type: none"> To sign up for NBS Travel System training classes with the NIH Training Center 	Phone: (301) 496-6211 Email: training1@od.nih.gov Web request: http://learningsource.od.nih.gov/List.asp?strCategory=ASYS&strMultiList=Administrative+Systems
Notification of Foreign Travel (NFT) Help Desk?	
<ul style="list-style-type: none"> For assistance with completing the NFT form 	Phone: Marcia Smith (301) 402-9046 mailto:smitmarc@mail.nih.gov